



Mayhew Associate Profile – MAP

Job title: Workplace Strategist & Business Development Associate
Reporting to: Vice President of Sales
Department: Corporate Sales

Summary of Role:

Reporting to the Vice President of Sales, the Workplace Strategist & Business Development Associate will be responsible for driving profitable revenue through face-to-face engagement with net new client prospects. The Workplace Strategist & Business Development Associate will work closely with select personnel from both Design and Product business units to ensure optimal positioning of Mayhew services. The Workplace Strategist & Business Development Associate's mandate is to develop new relationships with business decision makers and convert identified opportunities into revenue as per set targets and in collaboration with available resources as specified.

Duties & Responsibilities:

Include but are not limited to...

- Provide the highest level of client service
- Generates a high number of prospects through cold calling and referrals
- Act as a sponsor developing and maintaining client relationships ensuring complete client satisfaction
- Continue to nurture relationships with internal customers through collaboration with all associates
- Cultivate / foster long term continuous business relationships with clients and suppliers
- Perform and execute design deliverables following Mayhew standards
- Weekly project progress review meetings with VP to review project profitability, resources, workload assignments and project timelines
- Identifies new opportunities to add value to the organization and helps others meet/exceed career based goals and objectives
- Proficiency and awareness of project budgets and timelines
- Promoting and selling of all Mayhew consulting and physical services and the development of proposals, RFP's identifying and blending multiple services
- Conduct Business Development presentations promoting all of Mayhew's capabilities
- Facilitation of front-end exploration sessions with clients – starting with executive groups all the way through all employees, create and prepare executive summary outcomes and communicate back via additional communications, presentations, town hall sessions, etc.
- Ensure exploration and feasibility projects remain profitable through ongoing monitoring of deliverables with assigned project consultants providing adequate structure, direction and feedback



- Remains up-to-date on industry trends, developments and best practices in the field of real estate, interior design, project management and construction by actively participating in industry events and by attending at least one (1) networking activity per fiscal quarter
- Uses all networking and business development tools provided including positioning with associations and familiarity with social media sites, including LinkedIn
- Effectively tracks call volumes and connection rates including next steps and uploads data into CRM
- Consistently attends at least 1.5 meetings / week with itemized actions
- Demonstrate the ability to achieve a 25% close ratio on all submitted proposals
- Adapts to changes in the work environment; modifies approach or method to best fit the situation; manages frequent change, delays or unexpected events in a positive and professional manner
- Maintain a safe working environment by following and enforcing company health and safety standards
- Prioritize and work on multiple project assignments
- Focused on resolving conflicts and settling disputes that impact business
- Demonstrates a high standard of professional ethics and fairness

Qualifications:

- Minimum of 5 years of North American practice experience in the Interior Design industry
- Comprehensive knowledge of interior design services (from needs assessment to contract administration)
- Knowledge of materials, methods and tools involved in the construction of building interiors
- Knowledge of techniques, tools and principles in the production of interior construction documentation
- Knowledge of construction methods, contracts, activities, schedules and milestones, and administrative processes
- Comprehensive knowledge of project management and construction activities
- Knowledge of federal, provincial and municipal building laws, building and safety codes, health and environmental standards and regulations
- Proficient in Microsoft Office applications (Outlook, Excel, Word and PowerPoint)
- Excellent interpersonal, communication, facilitation and presentation skills
- Excellent organization and time management skills
- Client Facing - Business Acumen